(c) by when Government propose to lift the ban; and

(d) if the answer to part (a) above be in the negative, how many postmen were recruited in Bihar during the last three years?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM): (a) No, Sir.

(b) and (c) Does not arise.

(d) Vacancies of Postmen filled in Bihar during last three years.

1991 — 283
1992 — 112
1993 — 134 The recruitment process is nearing completion.

Speed Post Services

1903. SHRI S. S. AHLUWALIA: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether it is a fact that Speed Post Services, introduced by the Postal Department have grown in popularity and, as a result it has been expanded to cover larger number of cities in the country during the last three years;

(b) the details of volume of turn over on account of Speed Post Service for the last three years, year-wise, and number of centres catered by he service there years ago, and on date; and

(c) what are the plants of Government to face growing competition to the Speed Post Service from private courier services?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM): (a) Yes, Sir.

(b) The details of traffic and number of Centres for the past three years are given as below:

Year	Traffic	Traffic growth compared to the previous year	No. of Centres
1990-91	3886571	24.5%	60
1991-92	5278277	35.80%	61
1992-93	7392716	38.00%	62
1993-94	10934725	46.69%	63

(c) To face growing competition from private couriers the Government has taken the following steps:—

(i) Provision of free pick-up services for regular users.

(ii) Availability of round-the-clock service at selected Booking Centres.

(iii) Facility for Book-Now-pay-Later for regular users to avail credit facilities.

(iv) Full refund of Speed Post charges are granted in case of delayed delivery of Speed Post articles.

(v) Establishment of Customer Service Wing at Speed Post Centres dedicated to process customer enquiries and grievances.

(vi) Marketing Wing for Speed Post Centres conducting market surveys to ascrtain the changing requirements of cusomers and redesign the existing products through more value added services.

(vii) and (viii) Planned installation of comupterised tracking and tracing system for Speed Post which will initially cover Delhi and Bombay Centres. An effective system of proof of delivery is also to be introduced very soon.